

Kentucky Medicaid Managed Care

Managed care is a way to get health care that concentrates on preventative services and coordinates care. A health plan or Managed Care Organization (MCO) will give you the physical and mental health services you need. People in managed care will pick or be assigned to a MCO. That MCO will have a network of physicians, specialists, hospitals, and other medical providers that you must use.

Some Medicaid members cannot be in managed care. This includes people who just have Medicare Savings Plans, who are in nursing facilities and other long term care, who get time-limited Medicaid, or who are in a waiver program.

The MCO will match most Medicaid members with a Primary Care Provider (PCP). This PCP will serve as your “*medical home*.” The PCP will help you get services you need from other providers in your MCO. Some Medicaid members, like people with both Medicaid and Medicare, do not get a PCP.

Most Medicaid services will be given by the MCO. Some services will still be given by Kentucky Medicaid. You will use your Medicaid ID Card for these services. These services are:

- First Steps - A program which helps children with developmental disabilities from birth to age 3 and their families, by offering services through a variety of community agencies. Call 877-417-8377 or 877-41-STEPS for more information.
- HANDS (Health Access Nurturing and Development Services) – This is a voluntary home visitation program for new and expectant parents. Contact your local health department for information and to learn about resources.
- Non-emergency Medical Transportation – If you cannot find a way to get to your health care appointment, you may be able to get a ride from a transportation company. Call 1-888-941-7433 for help, or see <http://chfs.ky.gov/dms/trans.htm> for a list of transportation brokers or companies and how to contact them.
- Services for Children at School – These are for children from 3 to 21 years of age, who are eligible under the Individuals with Disabilities Education Act (IDEA) and have an Individual Education Plan (IEP). These services include speech therapy, occupational therapy, physical therapy, and behavioral (mental) health services. Call 502-564-9444 for more information.

Here is information about covered benefits and services and costs for each MCO. The information provided in the following pages is effective November 1, 2012. Please read it carefully and keep it in a safe place. You may need it later.

If you cannot read or understand this booklet, please call us at 1-855-446-1245. We can read this to you, provide free interpreter services, or provide the information in another format. Find more information at <http://chfs.ky.gov/dms/member+information.htm>. If you do not have a computer, try your public library.

Para ayuda en español, llame al 1-855-446-1245. Las llamadas son gratuitas.

CoventryCares of Kentucky

1-855-300-5528

www.coventrycaresky.com

CoventryCares believes in building healthy families and that's why we provide dozens of extra benefits and services at **no cost to you**. Services like:

- Text4baby –gives info to pregnant women and new moms for their babies
- Diabetic cookbooks – tips on healthy, delicious foods
- Tobacco cessation – information and resources to help you quit
- The Baby Crib Program – for pregnant mothers who attend prenatal checkups
- 24-Hour Nurse Line – dedicated line staffed by registered nurses
- *Doc Bear Club* for kids – Doc Bear will send CoventryCares member ages 1 thru 16 a birthday card and other special offers throughout the year.
- For a complete list of member benefits visit us at www.CoventryCaresKY.com

We all want to make the right choice for our family's health care and CoventryCares is that choice in Kentucky! *We ask you to be a part of the **CoventryCares** of Kentucky family by calling us today at 1-855-300-5528*

Kentucky Spirit Health Plan

1-866-643-3153

www.kentuckyspirithealth.com

When you select Kentucky Spirit Health Plan, feel confident knowing you will continue to receive the same health services you do with Medicaid, plus *much more!* We offer innovative health programs designed around you and your busy life. Our staff is local and understands your unique needs. You can depend on Kentucky Spirit Health Plan to be there for your health needs when it counts, with extra benefits like:

- Vision Benefits - a contact lens allowance offered in addition to your current benefits
- Dental Benefits - covers cleanings, x-rays and other procedures
- CentAccount®- earn dollar rewards for preventive care on a prepaid MasterCard
- Start Smart for Your Baby® - Our pregnancy education and case management program for moms and families
- NurseWise®- a 24/7 nurse advice telephone line staffed by registered nurses
- Connections Plus® - eligible members without reliable phone access can receive a free pre-programmed cell phone
- MemberConnections® Program – Local KY representatives provide personal outreach to members.

Kentucky Spirit Health Plan is Your Partner for Success!

WellCare of Kentucky

1-877-389-9457

www.kentucky.wellcare.com

WellCare is a managed care health plan that has been serving Medicaid and Medicare members for over 25 years. We currently serve 2.4 million members across the nation. We will work with you, your primary care provider, and other health providers to manage your health care.

At WellCare you will see that we put you and your family first. We make every effort to make sure you get the care you need to stay healthy. This means that you get better health care. We do this by:

- **Understanding** your health care needs
- **Providing** extra benefits at no costs
- **Building** programs designed to meet individual and family needs
- **Giving** you a choice of quality providers to choose from

We are experienced in providing quality health care. Our people, services and beliefs are all centered on caring for you so that you can live happier and healthier.

Managed Care Organization Benefits Chart

If you do not have a copay for a Medicaid service today, you will not have a copay to the MCO for that service.

Most children do not have copays or coinsurance.

Here is information about covered services and each MCO. Please use this to help you pick your MCO.

Please see “Important Note” at the end of the chart for more information.

Benefits/Services	CoventryCares of Kentucky		Kentucky Spirit Health Plan		WellCare of Kentucky	
	Copay/Coinsurance		Copay/Coinsurance		Copay/Coinsurance	
	Family	Global	Family	Global	Family	Global
Allergy Services (Children)	\$2	\$0	\$2	\$0	\$2	\$0
Ambulance - Emergency	\$0	\$0	\$0	\$0	\$0	\$0
Ambulatory Surgical Centers	\$0	\$3	\$0	\$3	\$0	\$3
Behavioral (Mental) Health Services	\$0	\$0	\$0	\$0	\$0	\$0
Chiropractic Services	\$0	\$2	\$0	\$2	\$0	\$2
Dental Services	\$0	\$2	\$0	\$2	\$0	\$2
Diagnostic Lab & X-ray Services (Doctor’s office or independent lab)	\$0	\$3	\$0	\$3	\$0	\$3
Durable Medical Equipment	\$0	3% (not more than \$15 per month)	\$0	3% (not more than \$15 per month)	\$0	3% (not more than \$15 per month)
Emergency Room	\$0 emergency care 5% - nonemergency care (up to \$6 per visit)	\$0 emergency care 5% - nonemergency care (up to \$6 per visit)	\$0 emergency care 5% - nonemergency care (up to \$6 per visit)	\$0 emergency care 5% - nonemergency care (up to \$6 per visit)	\$0	\$0 emergency care 5% - nonemergency care (up to \$6 per visit)
EPSDT - Early & Periodic Screening, Diagnostic, & Treatment Services	\$0	\$0	\$0	\$0	\$0	\$0
Family Planning	\$0	\$0	\$0	\$0	\$0	\$0
Hearing Aids (Children)	\$0	\$0	\$0	\$0	\$0	\$0
Hearing Services (Children)	\$0	\$0	\$0	\$0	\$0	\$0
Home Health Services	\$0	\$0	\$0	\$0	\$0	\$0
Hospice (Non institutional)	\$0	\$0	\$0	\$0	\$0	\$0

Benefits/Services	CoventryCares of Kentucky		Kentucky Spirit Health Plan		WellCare of Kentucky	
	Copay/Coinsurance		Copay/Coinsurance		Copay/Coinsurance	
	Family	Global	Family	Global	Family	Global
Hospital Services (Inpatient)	\$0	\$50	\$0	\$50	\$0	\$50
Hospital Services (Outpatient)	\$0	\$3	\$0	\$3	\$0	\$3
Kidney Dialysis & Transplants	\$0	\$0	\$0	\$0	\$0	\$0
Maternity Care	\$0	\$0	\$0	\$0	\$0	\$0
Office Visits (Doctor/Practitioner)	\$0	\$2	\$0	\$2	\$0	\$2
Podiatry Services	\$0	\$2	\$0	\$2	\$0	\$2
Prescription Drugs (RX) G=Generic Drugs P=Preferred Drugs NP=Non Preferred Drugs	\$1 G \$2 P \$3 NP \$0 Tobacco cessation drugs	\$1 G \$2 P 5% NP (up to \$20 per prescription) \$0 Tobacco cessation drugs	\$1 G \$2 P \$3 NP \$0 Tobacco cessation drugs	\$1 G \$2 P 5% NP (up to \$20 per prescription) \$0 Tobacco cessation drugs	\$1 G \$2 P 5% NP (up to \$3 per prescription) \$0 Tobacco cessation drugs	\$1 G \$2 P 5% NP (up to \$3 per prescription) \$0 Tobacco cessation drugs
Preventive/Wellness Services	\$0	\$0	\$0	\$0	\$0	\$0
Prosthetic Devices	\$0	\$0	\$0	\$0	\$0	\$0
Substance Abuse	\$0	\$0	\$0	\$0	\$0	\$0
Therapy Services OT=Occupational PT=Physical ST=Speech	\$0	\$0 OT \$2 PT \$1 ST	\$0	\$0 OT \$2 PT \$1 ST	\$0	\$0 OT \$2 PT \$1 ST
Tobacco Cessation	\$0	\$0 assessment \$2 office visit	\$0	\$0 assessment \$2 office visit	\$0	\$0 assessment \$2 office visit
Urgent Care Center	\$0	\$2	\$0	\$2	\$0	\$2
Vision Services	\$0	\$2	\$0	\$2	\$0	\$2
Extra Benefits and Services	\$0	\$0	\$0	\$0	\$0	\$0

IMPORTANT NOTE: Not all information about all covered Medicaid services is included. For example, the boxes do not have information about services that require MCO prior approval; services for pregnant women only; services for children only; services that may be limited to a certain number per month; or other services which may be limited or restricted in some other way. More specific information about covered services will be sent to you after joining a MCO. Copays and coinsurance cannot be more than 5% of a family's income for a quarter. There is a copay limit of \$225 per calendar year for drugs and \$225 per calendar year for medical services.

The following are extra benefits or services the MCOs may give you if you are in the MCOs plan.

Bonus Benefits/Services

CoventryCares of Kentucky	Kentucky Spirit Health Plan	WellCare of Kentucky
<p>Diabetic Cookbooks: CoventryCares of Kentucky has partnered with the Kentucky Diabetes Prevention and Control Program to offer <i>Nutrition Basics</i>. This book has tips on healthy food habits.</p> <p>Baby Crib Program: The program is designed to motivate expectant mothers to attend their prenatal appointments. CoventryCares is encouraging nothing in the crib but baby and wants to assist in giving baby a safe place to sleep.</p> <p>Doc Bear Club for Kids: Members between the ages of 1 through 16 are automatically enrolled into the Doc Bear Club for Kids. The Doc Bear Club is an additional benefit offered to CoventryCares members. Members receive a birthday card during the month of their birthday from Doc Bear.</p> <p>After School Programs: CoventryCares is pursuing contracts with the YMCA and the 4-H in selected areas.</p> <p>KidsHealth Online Library: This online resource provides comprehensive tools for children's health from experts. Information topics include general health, infections, emotions and behavior, growth and development, and nutrition and fitness.</p> <p>Smoking Cessation Program to assist members who want to quit smoking.</p>	<p>CentAccount®- Earn dollar rewards on a prepaid MasterCard, by achieving healthy behaviors.</p> <p>Connections Plus® - Eligible members without reliable phone access can receive a free pre-programmed cell phone</p> <p>Fluvention®- Provides information about preventing the flu. Free flu shots.</p> <p>In-home Telemonitoring – Use your telephone to transmit health monitoring results.</p> <p>Start Smart for Your Baby® - Our pregnancy education program for moms and families, including access to case managers who can assist you throughout your pregnancy and answer many of your questions.</p> <p>Baby Showers in your community</p> <p>Start Smart for Your Health – Connect with wellness programs, educational information and case management services.</p> <p>Disease Management – Includes one-on-one coaching for members with complex health conditions.</p> <p>MemberConnections® Program – Local KY representatives provide personal outreach to members.</p> <p>Vision – An elective contact lens allowance option adds to vision benefits.</p>	<p>Personal Care Items – up to \$10 in personal care items free each month, like vitamins, medicines, and health supplies.</p> <p>Prenatal Rewards – Free group baby showers for pregnant mothers. Free baby stroller for going to all doctor visits during and after pregnancy.</p> <p>Free Disease/Case Management Programs</p> <p>Quality Reward Program – Earn a free gift card for getting preventative care and taking care of you and your family.</p> <p>Customer Care – Personal help setting doctor appointments, getting rides to doctor visits, social services and more.</p> <p>Free toothpaste, toothbrushes, and dental floss.</p> <p>Free children's medication for teething pain.</p> <p>Free eye care supplies such as over-the-counter eye wash.</p>